

Donwood Manor

Elderly Persons Housing

Tenant Information Booklet



165 Donwood Drive
Winnipeg, Manitoba
R2G 2H9

Ph: 204 668-4410
Fax: 204 663-5429
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Introduction

Donwood Manor Elderly Persons Housing

A 118 unit complex was constructed in 1974 and adjoined Donwood Manor Personal Care Home. In December 2016, a deep building refresh was completed resulting in building upgrades and renovated suites. The complex is sponsored by Donwood in affiliation with the Manitoba Housing and provides a mix of independent living and assisted living services including meals, light housekeeping, 24-hour support services and therapeutic recreation programming. The Assisted Living package of services is a monthly fee-for-service package. Donwood Manor EPH is associated with other organizations of the Donwood Group including:

Donwood South

A 104 apartment complex was built in 1982 with amenities to provide comfortable accommodations for independent seniors. Donwood South is a non-profit corporation owned and operated by Donwood in cooperation with Manitoba Housing. Donwood South provides a mix of subsidized and market value rental units in an independent living environment with security, opportunities to socialize and other services. As of June 1, 2017, Donwood South’s operating agreement ends with Manitoba Housing and Donwood is the sole owner/manager of the complex.

Donwood West

A 60-unit life lease complex was built in 1988. Donwood West is a non-profit corporation owned and operated by Winnipeg Condo Corporation.

Valhalla Cove

A 48-unit life lease, located at 15 Valhalla Drive Winnipeg, became part of the Donwood organization in 2011. Valhalla Cove is managed by Donwood Management Inc.

Donwood Management Inc.

Was incorporated in 2011 and commenced active business in December 2016 with the implementation of the Assisted Living package in the Elderly Persons Housing. The sole shareholder of Donwood Management Inc. is the Donwood Foundation.

Donwood Manor Foundation

The foundation was established as a registered charity in April, 1998. It provides financial support for the housing and social programs offered by the Donwood Group. The Board consists of members of our supporting churches and representatives from the community. The Foundation welcomes your financial support and all donations are tax-receiptable. Inquires can be made at the Donwood Administration office and donations can be made online at www.donwoodmanor.org

Application & Occupancy Procedure

Rent

Rent is calculated according to income based on Manitoba Housing's 3-tier rent structure, with an additional \$675* per month for the Assisted Living Package (ALP).

The ALP fee includes:

- Lunch and dinner 7 days per week
- 24 hour onsite support
- Therapeutic Recreation programming
- Weekly light housekeeping

Included in Rent:

- Laundry facilities on each floor
- Smoke and fire detection systems
- Library
- Lounge areas and balcony on each floor
- Billiard and games room
- Utilities (electricity charge is determined by Manitoba Housing and is based on Program level and suite type)
- Two access points for telephone/cable
- Exterior window cleaning once a year

*includes 5% GST

Affordable Assisted Living Services—Monthly Rates

Donwood Manor EPH is committed to offering quality service at the most affordable rates possible.

Monthly Rates:

\$675* Individual

\$460* Extra Person (Meals)

*includes 5% GST

There are no credits issued for the Assisted Living Package (ALP) except where Donwood is advised that:

1. A tenant will be terminating their lease suite
2. A tenant has been hospitalized and will not be returning to Donwood EPH

In the case of lease termination, APL charges will terminate at the same time as the lease.

In the case of hospitalization and inability to return to Donwood EPH, a pro-rated credit will be issued from the date Donwood is advised, in writing, that a tenant will not be returning to Donwood EPH from hospital to the end of the calendar month.

Social Housing Charges

These rates are set by the Manitoba Housing Authority.

\$11 Electricity Bachelor/month

\$12 Electricity One Bedroom/month

\$10 Air Conditioner/month

Affordable/Market Rental Charges

\$10/ month for a 2nd air conditioner

Additional Charges (if applicable)

\$25 Parking/month

Monthly rent charge does not include:

- Phone
- Cable television
- Contents Insurance

A rental agreement is signed prior to the date of occupancy and renewed annually thereafter in December.

Rent payments are made by electronic funds transfer (EFT) due on the 1st of each month.

Payments by cheque or electronic funds transfer for which there are non-sufficient funds will be charged an administration fee of \$25.00 per NSF transaction.

Banking/Statements for Income Tax

Statements for rent are issued annually for the calendar year of Jan 1 to Dec 31.

You can expect to receive the statements around January 15th.

Assisted Living Package

Donwood Manor EPH provides residents with the following services designed to support and enhance the activities of daily living. Private suite complete with the following:

- Lunch and dinner meals prepared by our cooks and served in our dining room each day by friendly and courteous staff
- Weekly housekeeping
- 24 hour onsite support
- On-site chaplain, spiritual care services
- On-site building administration and maintenance
- On-site tenant resource coordinator
- Social/recreational activities and excursions
- Visiting home care workers
- On-site hairdressing

Possession Date

Keys will be given to the tenant on the date of occupancy, after the lease has been signed (2 suite keys, 1 mail box key and 2 fobs). **Tenants can move into their suite between 8:00 a.m. – 9:00 p.m. Monday to Saturday, with the exception of meal times which are between 11:00 a.m. – 1:00 p.m. and 4:00 p.m. – 6:00 p.m. Tenants are required to reserve the elevator for moving and a service key is required to lock the elevator.** SSGL staff is responsible to insert the key into the elevator to lock it. **Arrangements to use the elevator must be made with the Director of Resident/Housing Services or Tenant Resource Coordinator. Arrangements must be made no later than one-week before the move.**

Keys/Access Fobs

Additional suite keys can be made at Kildonan Lock (at the expense of the tenant). Additional fobs are available from Maintenance Services during regular business hours (at the expense of the tenant). If keys are lost, misplaced, stolen or dropped down the elevator, an additional set of keys will be provided by Maintenance Services at a charge to the tenant. Requests are to be made with Tenant Resource Coordinator.

Suites Design

- 71 Bachelor suites-approximately 350 square feet
7 of these 71 suites are all wheelchair accessible
- 27 One Bedroom suites-approximately 485 square feet
7 of these 27 suites are wheelchair accessible
- 21 One Bedroom suites-approximately 700 square feet
All of these 21 suites are wheelchair friendly

Each suite comes equipped with a stove and refrigerator. As storage space in each suite is very limited, tenants are encouraged to consider this when planning their move into Donwood Manor EPH. Window coverings are provided in each suite. An air conditioner remote and cover are also included.

Meal Program

Donwood Manor EPH offers a meal program which provides lunch and supper meals to tenants seven days a week (tenants look after their own breakfast). A diabetic dessert option is available to tenants. Donwood Manor is unable to provide gluten free diets.

Lunch:

- main entrée with soup or tomato juice
- beverage
- dessert
- coffee/tea/hot water

Supper:

- main entrée with soup, salad or tomato juice
- beverage
- dessert
- coffee/tea/hot water

Cancellations

If a tenant is unable to be in attendance for a meal they should contact the on-site staff at least 24 hours in advance if possible. Delivery of meal trays is available for urgent needs (i.e. in case of illness).

Guest Meals

We encourage families to have meals with tenants, however due to the amount of meals which are made each day and staffing requirements, some guidelines will apply:

- arrangements must be made at the Reception desk 24 hours in advance of the meal and paid in advance
- a maximum of 2 guests may accompany the tenant in the main dining room for the lunch or supper meal as space permits

No Smoking Policy

As we highly value the health of tenants, staff and visitors, Donwood is committed to providing a smoke free environment.

Smoking is not permitted in any of Donwood's buildings including in your suite.

The PCH and EPH grounds have been designated smoke-free with the exception of one designated smoking area adjacent to the parking area under the 2South wing of the Personal Care Home. EPH Tenants, Staff and Visitors are permitted to smoke in this area only.

If a tenant or their guest fails to demonstrate reasonable efforts to comply with Donwood's No Smoking Policy, progressive steps will be initiated by the Chief Executive Officer (or designate) which will include the following:

- Verbal warning
- Written warning
- Lease Termination Notice

Window Cleaning

A company is contracted to clean exterior windows a minimum of once a year.

Pets

Pets such as birds and fish are permitted, as well as service dogs. Family/Visitors may bring in pets for visiting purposes. Pets must be kept on a leash in common and public areas.

General Information

Tenant Resource Coordinator

The Tenant Resource Coordinator oversees the occupancy of the EPH by maintaining the waiting list, providing tours and assisting tenants with their concerns and/or service needs by making appropriate referrals to community service agencies. The Tenant Resource Coordinator works closely in conjunction with the Director of Resident and Housing Services to provide optimal customer service to the tenants.

The Tenant Resource Coordinator also enriches the tenant experience by arranging various clinics and information sessions such as Foot Care Clinics, Blood Pressure Clinics, Income Tax Clinics and Flu Shot Clinics.

On-Site Staff

Staff is on site 24 hours a day to assist EPH tenants to maintain their independence by offering a variety of services such as:

- delivering meal trays (for urgent needs i.e. in case of illness)
- performing day, evening and night safety checks
- visiting tenants returning from hospital
- answering emergency calls

Neighbourhood Watch Program

A neighbourhood watch program has been established for the tenants for safety and security purposes. Participation is voluntary. SSGL (Supports to Seniors in Group Living) attendants do the morning and evening floor checks. Tenants who participate in the program will be given a “neighbourhood watch card” to hang on their door before retiring for the night. The card must be removed by 10:00 a.m. the following morning. The attendants begin their rounds after 10:00 a.m., checking for cards that have not been removed. If a card has not been removed, the attendant will knock on the door. If they do not receive a response, they will inform the Tenant Resource Coordinator or on site staff who will check on the tenant.

Security

EPH entrance security includes double doors, a camera and an intercom system which is accessed through the phone lines. Video surveillance cameras have been installed for security purposes. Tenants are assigned a code when they move in to Donwood. When visitors come, they should enter the code number on the panel – the phone in the suite will ring. The door can be opened by pressing number “6” on the phone. For safety reasons, suite numbers are not posted on the panel. It is the tenant’s responsibility to inform visitors of their suite number.

The exterior doors are left open from 6:45 a.m. to 10:30 p.m., while the inner doors require an access fob to gain entrance. **Only visitors known by Donwood tenants should be allowed into the building.**

Canvassing

Donwood, in general, does not permit door-to-door canvassing. The only time canvassing will be permitted is during an election with arrangements approved by the Chief Executive Officer/designate.

Balconies

A balcony is located on each floor for all tenants living on that floor to use. **Folding lawn chairs may be stored on the balcony.** Donwood Manor does not accept responsibility for any damages or missing articles. Due to fire safety regulations Barbeques are not allowed on the balconies.

Lounge Area

A lounge area is located on each floor, opposite to elevators for tenants to use. We encourage tenants to use this area to visit with other tenants or guests. Furniture in the lounge is the property of Donwood Manor. Tenants may however contact the Director of Resident and Housing Services if they wish hang pictures or place other items in the lounge areas. Items are not to be hung or placed without consent from the Director.

Gifts

Staff at Donwood Manor Elderly Persons Housing are privileged to get to know each of our tenants and appreciate working with each of you. It is our policy however, that staff do not accept gifts from tenants. In particular, staff are not able to accept monetary gifts and gift cards. We recognize that you may like to express your gratitude to staff and we ask that you do this in ways that do not include money and that are not for individual staff. Gifts that can be shared with the team of staff are always appreciated and often are items such as home-baking, doughnuts, chocolates.

Parking & Utilities

Parking

A limited number of parking stalls are available for tenants to rent on a month-to-month basis for:

- Tenants who have a valid driver's license
- Tenants who drive
- Tenants who own a vehicle with a valid and current registration

The Chief Executive Officer or designate may on occasion ask to see a driver's license to ensure that the above guidelines are being met. These parking stalls are not available for tenants to rent so that family members or other visitors can have a place to park when they visit, and they are also not available for tenants or families to store vehicles. This parking is for tenants only. A small number of visitor parking stalls are also available for guests to use while visiting.

Scooters (Motorized Wheelchairs) Parking

Scooters are permitted in the Elderly Persons Housing Unit. A maximum of 3 scooters are permitted in the floor lounge. If there are more than 3 scooters on a floor, additional scooters may be stored in the lounges of other floors.

Utilities

Tenants are responsible to make arrangements for the installation of telephone and cable T.V. Payment for these utilities is the responsibility of the tenant.

Laundry Facilities

There is a laundry room on each floor adjacent to the elevators. The machines are NOT coin operated. Residents who do their own laundry should put their name and apartment number on the sign-up sheet in the laundry room and let the Tenant Resource Coordinator know the time that has been chosen. If homecare does your laundry you will not need to sign up. Laundry times begin at 8:00 a.m. and your last load must be completed no later than 9:00 p.m.

Emergency Call System

For any tenant emergency calls made by the Emergency Call Cord, Victoria Lifeline, or direct phone are responded to by:

- On site staff are the first responders

The tenant contact person listed and/or significant other will be notified of any calls to Donwood for assistance (Days, Evenings or Nights) unless it is an unintended call. If Donwood is unable to reach any of the contact persons listed, a message will be left if possible.

For emergencies call 911. It is still the responsibility of the family to look after the tenant and ensure that any care needs are being met.

- Donwood Manor does not provide follow-up nursing care needs such as: medication set-up/administration, dressings, suture removal, etc. Please contact Home Care for these needs at Central Intake – 204-788-8330 or visit their website:
<http://www.wrha.mb.ca/community/homecare/index.php>
- Please Note-**Donwood Manor EPH is a no lift facility**. If a tenant is found on the floor and is unable to get up on their own, 911 will be called in order to have the appropriately trained personnel to assess and lift the tenant off the floor.

Donwood Manor encourages the purchase of additional safety/security services such as Lifeline to ensure access to the tenant in an emergency. Many tenants have found Blue Cross Health Insurance beneficial to help with the cost of an ambulance trip.

Hairdressing

A hairdresser is in the Personal Care Home building Tuesday – Friday starting at 8:30 a.m. and staying until her appointments are done for that day, and on Saturdays from 8:30 am till 12 noon. Tenants can make appointments directly with the hairdresser. Hair care payments can be made directly to the hairdresser. The Hair Salon is located on the 1st Floor of the Personal Care Home. Please call 204-668-4410 and ask for the hairdresser or extension 230.

Spiritual Care

A Chaplain provides spiritual care services. The Chaplain visits tenants on a referral basis, and is available to meet with tenants in urgent situations or by appointment.

Weekly services coordinated by the Chaplain include English and German Bible studies, worship services every Sunday, Mass services on the 1st & 3rd Friday of the month, communion services, and special event celebrations.

Church Services

Congregations from our eight supporting churches and other churches are encouraged to visit, send bulletins, and participate in organized programs to foster the tenant's ongoing spiritual support of their church home.

Maintenance Services

Maintenance Services provide repair and upkeep of the building. They are also responsible for some upkeep in the suites (such as plumbing concerns, appliance repairs and fire safety). Tenants are responsible for repairs to personal items.

As time permits, maintenance staff will assist tenants with various personal upkeep requests in their suite on a fee for service basis (changing light bulbs, fixing personal blinds, etc.) when time permits. Payment for these services can be given directly to the Receptionist either by cash or cheque. Any suite alterations must be approved by the Maintenance Department. Upon installation, these items must be left in the suite when vacating.

The Maintenance Department will also coordinate an annual inspection of all suites to check appliances, general suite condition, floors, plumbing, heating and electrical services.

Tenants whose suites present a health or safety risk will be notified by letter to improve condition of the suite within a certain time frame.

Air Conditioning

A cover is provided for your air conditioner for the winter. These covers are to be stored in your suite when they are not being used. These air conditioners will remain in the window.

Fire Safety & Evacuation Routes

Evacuation routes are posted near the elevator on each floor. Fire Evacuation procedures for each suite are posted on the inside of the suite door. Tenants are encouraged to be familiar with these procedures in case of fire or other emergencies. If you are unable to manage exiting through the stairwell in the case of an emergency, please contact the Tenant Resource Coordinator to be placed on our Needs Assistance list.

Annually, sprinklers and fire alarm systems will be inspected by a technician (not employed by Donwood) who will inspect the suites to ensure fire equipment is working properly in each suite.

Suite Inspections –Pest Control

The Maintenance Department coordinates annual pest control of suites on each floor to ensure that pests do not become a problem. One floor is inspected each month. 24 hour notices are placed in tenants file box outside their suite door to inform them of the inspection.

*Please note that prior to moving in to Donwood Manor EPH, all existing furniture is to be inspected prior to moving in.

Therapeutic Recreational Programming

A Therapeutic Recreation Facilitator is on staff Monday to Friday from 9:00 a.m. to 5:00 p.m. Tenants are encouraged to participate and interact with other tenants in a range of activities, including:

- Exercises,
- Mental/physical games,
- Events to celebrate Birthdays, and other special occasions
- Special meals to recognize seasonal events
- Singing and other special entertainment

A calendar of activities and special events is prepared each month and is available to each tenant. Copies of the calendar are also placed on the bulletin boards. Larger sized copies of the calendar can be obtained upon request. Copies will also be made for family members upon request and are available online at www.donwoodmanor.org

Tenants have the opportunity to use the basement activity room (located in the basement of the apartment building) for visiting and socializing. In this room are two pool tables, shuffle board and a library of donated books. Please note that this room is for tenants to use and not for family gatherings, parties, etc. Friends, relatives and children may use the Activity Room **when accompanied by a tenant.** Guests of a tenant may not use the room on their own.

Programs and Services

Transportation

Safeway, Sobeys, and Market Place provide transportation at pre-scheduled times at no charge to the tenant. Times and dates are posted on the main floor bulletin board, and are also listed on the Activity Calendar.

Bakery

Grunthal Bakery delivers baked goods every 2nd Tuesday. Payment for these items can be given directly to the baker.

Guest Suite

A furnished guest suite is available for tenants' out of town friends and relatives to use while visiting. Reservations are made at the Reception Desk on a first come first served basis up to a 14-day limit per visit. Parking is provided at no additional charge. Please contact Reception for current pricing and reservation bookings.

Room Rental

Donwood Manor makes the Auditorium available to rent for family gatherings, special events (Christmas, Easter, anniversary, etc.), or tenant birthdays. The Auditorium can be reserved at the Reception desk and Charges do apply to this room (there is no room rental charge for tenant anniversaries and birthdays). There is no room rental charge for tenant anniversaries and birthdays. Tables and chairs are made available, however set-up and clean-up is the renter's responsibility. Full details are available from the reception desk.

Volunteer Opportunities

Tenants wishing to volunteer their services are encouraged to contact the Director of Resident and Housing Services who is in charge of Volunteer Services. We welcome and value the support of volunteers and strive to match your interests with opportunities at Donwood.

Community Resources

Community resources include a shopping centre, restaurants, and several churches within walking distance.

Public Transit

A bus stop for the # 11 – Donwood bus is located in front of Donwood Manor. Tenants can also take the #11 – Glenway bus, which they will need to exit on Henderson Hwy, or the #11 Rothesay, which they will need to exit at the corner of Rothesay and Donwood.

Garbage Pick-Up & Recycling Program

Blue recycling bins are located on each floor, by the garbage chute. Please do not package or tie recyclables in plastic bags.

Recycling Tips

- You can identify the type of plastic by checking the bottom of the container for the recycling triangles. Containers without a triangle and number are not recyclable.
- You don't have to remove staples from paper or labels from containers.
- A quick rinse of food and beverage containers helps prevent bacteria and odours.
- Crush plastic bottles, milk jugs and milk and juice cartons – this leaves more room in the bins.
- Please don't leave any items on the floor.
(Summarized from the Winnipeg Water and Waste Department Information Brochure).

Postage & Photocopying

Postage for letters can be purchased at the office. Photocopying and fax services are also available for a small fee.

General Information

1. Other tenants' privacy must be respected. Consideration of others is emphasized, and behaviour must be such that it will not be offensive to others.
2. All notices or announcements for posting must be approved by Director of Resident and Housing Services.
3. Radios, televisions, and stereos should be kept at acceptable volume levels.
4. For safety and security reasons, personal furniture and other items must not be stored in hallways or on balconies. Personal lawn chairs can be used on balconies in the summer, but need to be removed for the winter.
5. Electrical fixtures for the wall or ceiling must be installed by a licensed electrician. Installation must be approved by Maintenance Services prior to installation. Arrangements for a licensed electrician can be made through Maintenance Services. Any changes must be restored to the original state unless otherwise approved by Donwood Manor.
6. Bedding and other items are not to be hung on balcony railings.
7. Washers and dryers in individual suites are not permitted.
8. Barbecues, fireworks, sparklers and candles are prohibited unless under the direct supervision of Donwood Manor's Fire Marshall.
9. Tenants must honour the security system, only admitting visitors who are known to the tenant.
10. Maintenance Services request forms are on the EPH desk in the lobby for tenants/families to fill out. Concerns and repair requests may also be raised with the Tenant Resource Coordinator.
11. One month's notice is required to terminate the lease agreement. (Lease is month to month).

Important Phone Numbers

Please note these numbers are subject to change.

- **DONWOOD MANOR PERSONAL CARE HOME**
204-668-4410
- **SSGL (Supports to Seniors in Group Living)**
204-470-7353
(To cancel meals or other inquiries)
- **DIRECTOR OF RESIDENT AND HOUSING SERVICES**
204-668-4410 extension #239
- **TENANT RESOURCE COORDINATOR**
204-668- 4410 extension #238
- **HAIRDRESSER**
204-668-4410 extension # 230
- **WINNIPEG TRANSIT (TELEBUS)**
204-287-7433
(To access current or future schedule information)
- **RIVER EAST COUNCIL FOR SENIORS**
204-667-6812
Rides for Seniors Program (Shelly)
- **GROCERY / PHARMACY (HOME DELIVERY)**
 - MARKET PLACE 204-334-4381
 - SAVE ON FOODS NORTHGATE 204-334-1012
 - SUPERSTOREGATEWAY 204-987-7335
- **GOOD NEIGHBOURS ACTIVE LIVING CENTRE**
 - Home maintenance program /housecleaners
204-669-1710
- **HOME CARE**
 - Central Intake 204-788-8330
 - www.wrha.mb.ca/community/homecare

